

# **Expanding CalFresh to SSI Recipients**

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All Stakeholder Implementation Meeting #6

**Tuesday, May 14, 2019**

**Hosted by the California Department of Social Services,**

**CalFresh and Nutrition Branch**



# How to Listen In

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This webinar will be held in “listen only” mode.

There are two ways to connect to audio:

1. Via phone
2. Via computer



# How to Ask Questions

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## In-Person

- Write your questions on the notecards provided

## On-line

- Type your questions into the question pane on your control panel anytime during the presentation.

We will address as many questions as possible at the end of the presentation.

We will follow-up on questions that we cannot get to during the live presentation.

**Note:** This webinar will be recorded. A link to the recording and all presentation materials will be posted on the [Expanding CalFresh to SSI Recipients Webpage](#).

# All Stakeholder Meetings

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All are invited to join. The group meets bi-monthly, in-person and via webinar.

## **Next Meeting: All Stakeholder #7**

**July 23, 2019, 1:00 pm – 2:30 pm**

CDSS Headquarters and Webinar

More info, including meeting materials: <http://www.cdss.ca.gov/CalFreshSSI>

Email: [CalFreshSSI@dss.ca.gov](mailto:CalFreshSSI@dss.ca.gov)

# Agenda

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- Welcome: Partnership in Focus
- Policy Overview
- Implementation Strategies: Recap & Progress
- Report From the Field
- Go Live Activities
- Discussion and Questions

# **Welcome:**

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# Partnership in Focus

# Policy Overview

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The state budget for FY 18-19 enacted June 2018 allows older adults and people with disabilities receiving SSI/SSP to also be eligible for CalFresh food benefits for the first time beginning June 2019.



## SSI/SSP

There is NO change or reduction to SSI/SSP benefit.



## Cash Assistance Program for Immigrants (CAPI)

CAPI recipients will receive a \$10 per person grant increase.

# Policy Overview

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Two new state food programs created to mitigate harm to those households negatively impacted by the change:

- **Supplemental Nutrition Benefit (SNB)** Program will provide supplemental state-funded nutrition benefits to CalFresh households that experience a CalFresh benefit reduction at the time of implementation.
- **Transitional Nutrition Benefit (TNB)** Program will provide transitional state-funded nutrition benefits to CalFresh households that experience a CalFresh eligibility loss at the time of implementation.



# Stakeholder Engagement

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- All Stakeholder Advisory Group meets bi-monthly: next is **July 23, 2019**
- Four advisory groups (invite only): Outreach, Customer Experience, Data Technical, and Automation Technical
- All in partnership with CWDA and C4SSI
- Project Webpage ([www.cdss.ca.gov/CalFreshSSI](http://www.cdss.ca.gov/CalFreshSSI)): bi-monthly implementation summaries, advisory group meeting summaries, new materials, including data tables, policy guidance, customer experience resources, and outreach materials

# Four Implementation Strategies

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1. Engage and empower clients
2. Target outreach for awareness and assistance
3. Streamline customer experience at initial application and beyond
4. Develop policy, automation, and training foundation



# 1. Engage and Empower Clients

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- Client stakeholders
- Client stories
- Client journey mapping
- Client data dashboard



# Client Voice

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Ronald Nagby  
Hunger Action Los Angeles

## 2. Target Outreach for Awareness and Assistance

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- Outreach kits and campaign
- Comprehensive partner network for outreach/in-reach
- Application assisters serving older adults and people with disabilities
- Application assistance tools expanded and translated: on-line, in-person, and by phone

# Recap: Mailers to SSI/SSP Clients – May

**DO YOU RECEIVE SSI?  
DON'T MISS OUT ON  
FOOD BENEFITS**

**CalFresh**  
FOOD

**BEGINNING JUNE 1, 2019 SSI RECIPIENTS  
MAY BE ELIGIBLE FOR CALFRESH FOOD BENEFITS**

- There is **NO CHANGE** or reduction to SSI/SSP amounts.
- Food benefits are issued monthly on an easy-to-use Electronic Benefit Transfer (EBT) card. Recipients can buy food at any grocery store or farmers market that accepts EBT.
- CalFresh Food benefits can stretch food budgets and provide more healthy choices.
- The county will contact households already receiving CalFresh Food benefits at the next report.

Click **GetCalFresh.org**  
to apply online

Call **1-877-847-3663** (FOOD)

Come in/find an office  
at **CalFreshFood.org**

For other languages, or  
reasonable accommodations,  
find an office at  
**CalFreshFood.org**.  
For speech and/or hearing  
assistance call **711 Relay**.

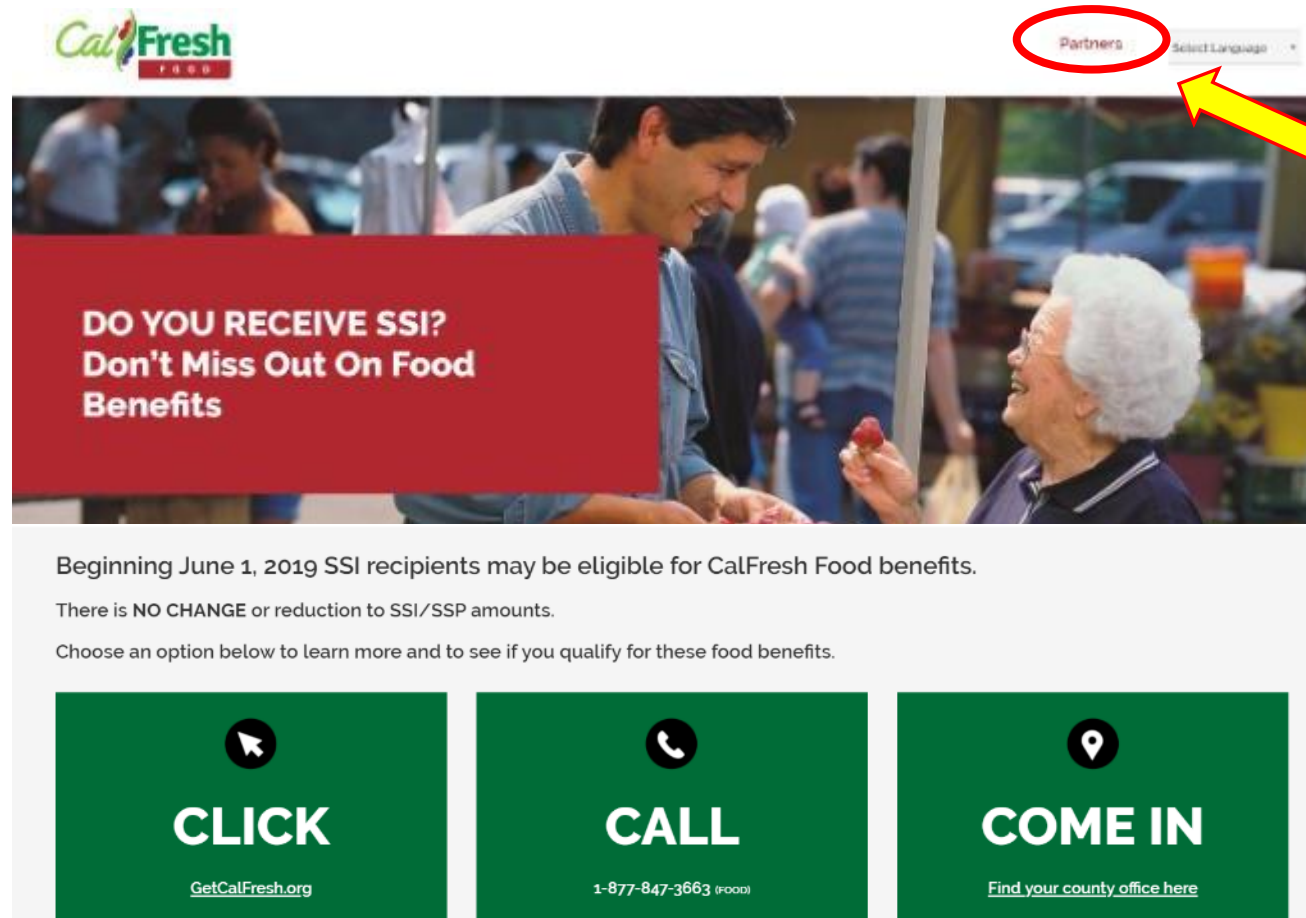
Funded by USDA, an equal opportunity  
provider and employer.





# Recap: Web Page – CalFreshFood.org

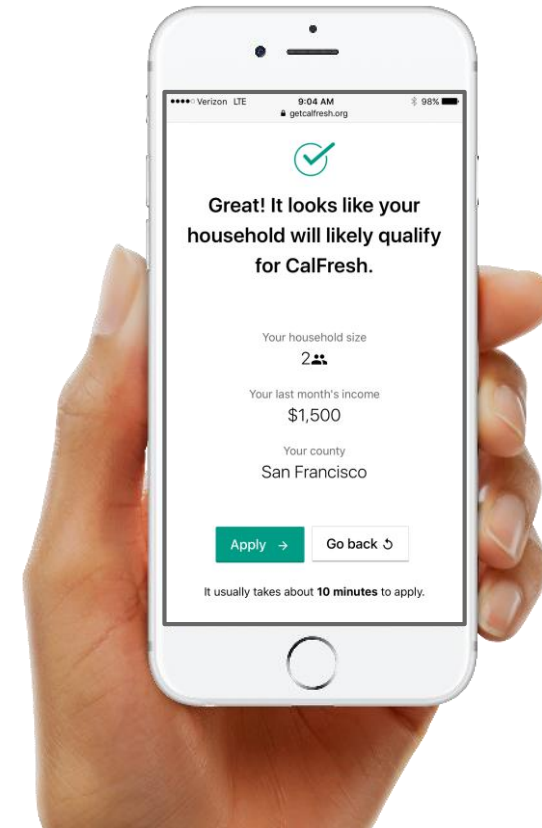
Google Translate  
for all languages,  
Spanish webpage  
coming soon



# Click: GetCalFresh.org

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- Digital application assister tool
- Mobile friendly
- Works on top of existing systems and routes to county on-line portal (MyBCW, C4Yourself, or YBN)
- Languages include: English and Spanish now, Chinese coming soon





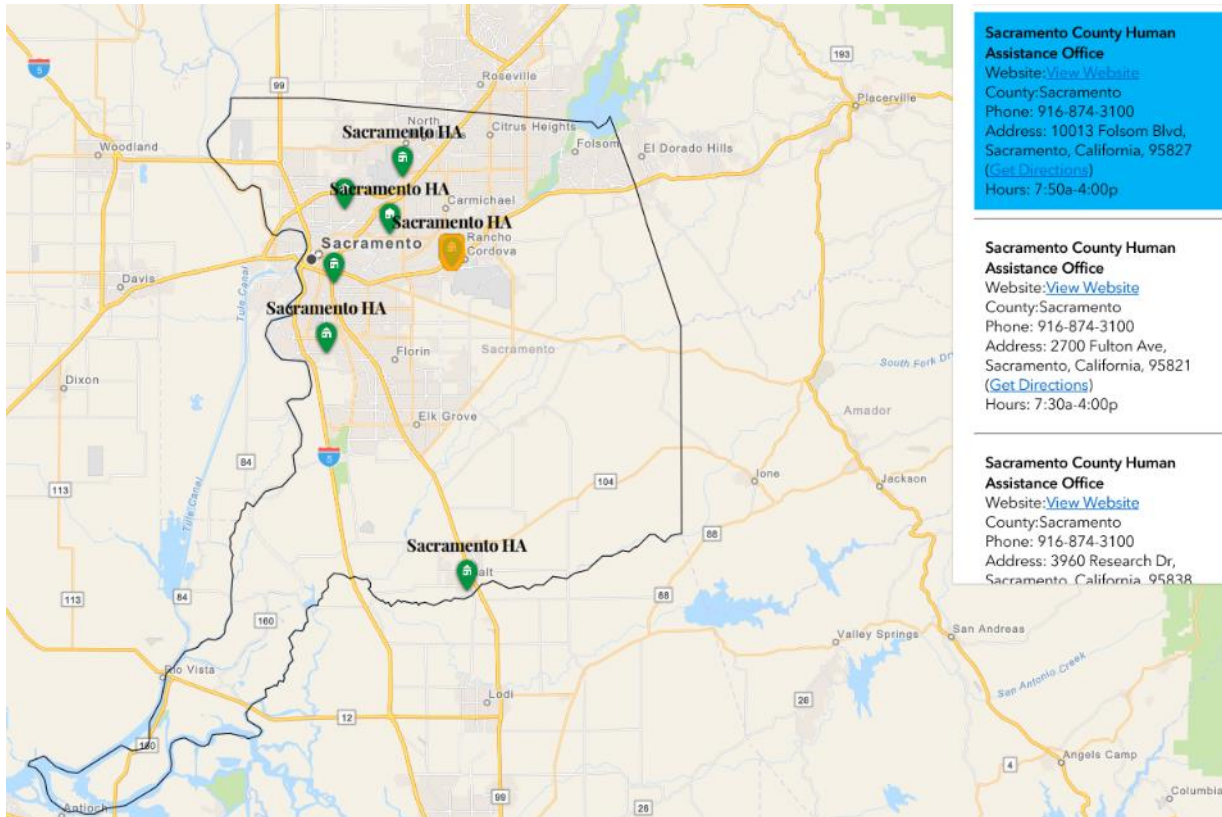
# Call: CalFresh Info Line

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- CalFresh Info Line: 1-877-847-3663 (FOOD)
- Routes calls to county telephone number of choice
- Languages include: English, Spanish, Cantonese, Russian, Vietnamese, and Korean
- 711 Relay Services available

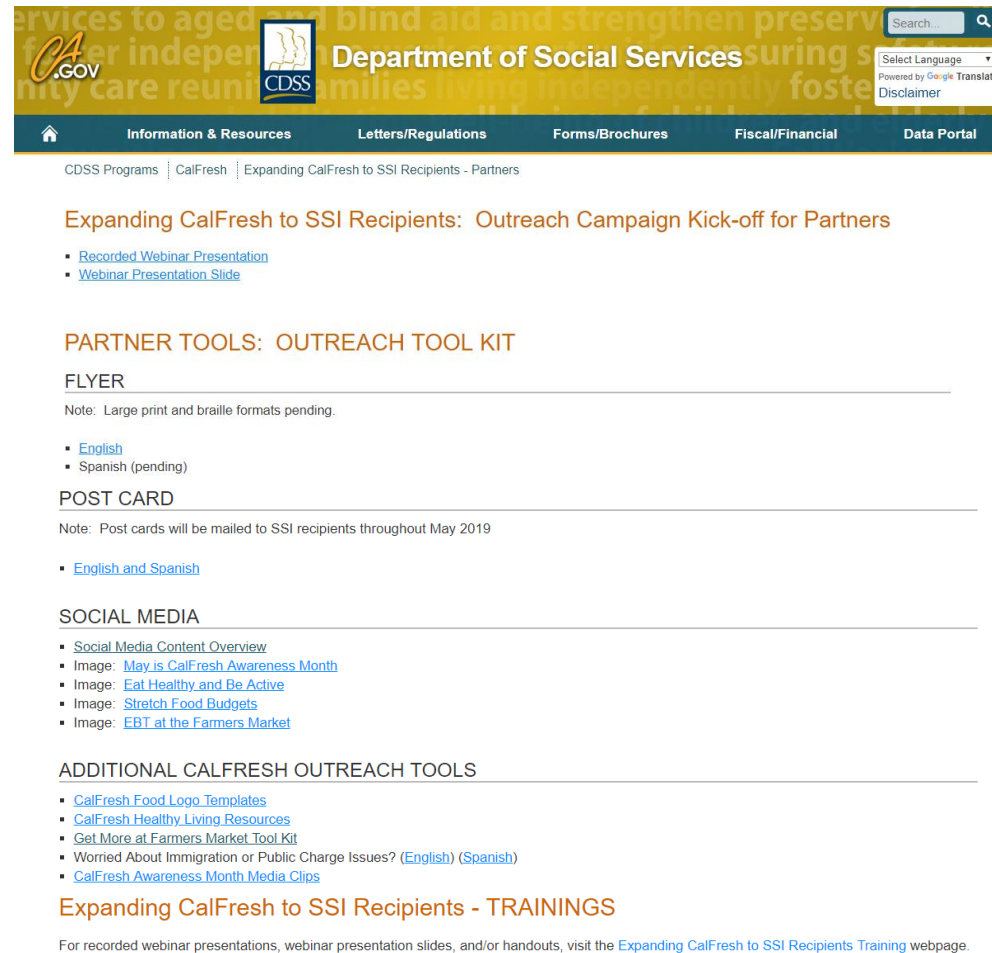


# Come In: Find an Office Tool at CalFreshFood.org



- Routes to find office with county information (address, hours of operation, phone number)
- Client can enter zip code or select “my current location”
- Reminds client to apply in county of residence
- Mobile friendly
- Compatible with Google Translate

# Recap: Web Page – CalFreshFood.org/Partners



services to aged and blind aid and strengthen preserv  
for independence ensuring s  
nity care reunite families living independently foste

CA.GOV CDSS Department of Social Services

Search Select Language Disclaimer

Information & Resources Letters/Regulations Forms/Brochures Fiscal/Financial Data Portal

CDSS Programs | CalFresh | Expanding CalFresh to SSI Recipients - Partners

## Expanding CalFresh to SSI Recipients: Outreach Campaign Kick-off for Partners

- Recorded Webinar Presentation
- Webinar Presentation Slide

## PARTNER TOOLS: OUTREACH TOOL KIT

### FLYER

Note: Large print and braille formats pending.

- English
- Spanish (pending)

### POST CARD

Note: Post cards will be mailed to SSI recipients throughout May 2019

- English and Spanish

### SOCIAL MEDIA

- Social Media Content Overview
- Image: May is CalFresh Awareness Month
- Image: Eat Healthy and Be Active
- Image: Stretch Food Budgets
- Image: EBT at the Farmers Market

### ADDITIONAL CALFRESH OUTREACH TOOLS

- CalFresh Food Logo Templates
- CalFresh Healthy Living Resources
- Get More at Farmers Market Tool Kit
- Worried About Immigration or Public Charge Issues? (English) (Spanish)
- CalFresh Awareness Month Media Clips

## Expanding CalFresh to SSI Recipients - TRAININGS

For recorded webinar presentations, webinar presentation slides, and/or handouts, visit the [Expanding CalFresh to SSI Recipients Training](#) webpage.

# Recap: Outreach Tool Kit Overview

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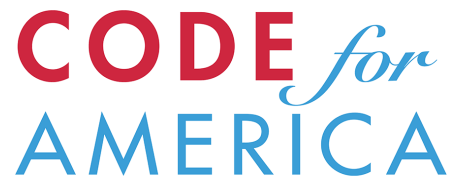
**Digital tool kit** featuring client and partner materials:

- Flyer
- Posters (various sizes)
- Brochures
  - Older Adults
  - People with Disabilities
  - Caregivers
- Fact Sheet
- Translations in Spanish, Russian, Cantonese, and Vietnamese languages posted on a rolling basis
- Available in large print, digitally accessible format, and Braille for the blind or visually impaired

**Posters** in English/Spanish mailed to counties and assisters

# Recap: Leveraging *Current* Application Assisters & Tools

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# Recap: Engaging *New* Application Assisters

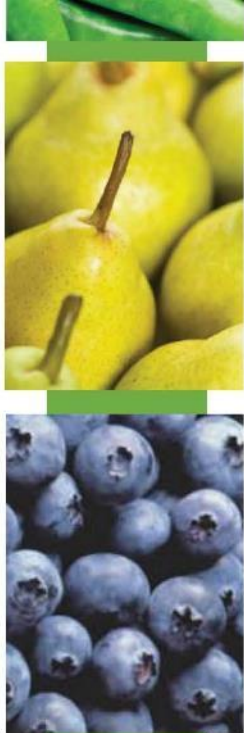
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- **Area Agencies on Aging/** Department of Aging (CDA)
- **Independent Living Centers/** Department of Rehabilitation (DOR)
- **Regional Centers/** Department of Developmental Services (DDS)
- **County Nutrition Action Partnerships (CNAP)/** Department of Public Health (CDPH)
- **Social Security Administration (SSA)**





# Recap: Access for All Guest Speaker Webinar



## SERVING PEOPLE OF ALL SEXUAL ORIENTATIONS & GENDER IDENTITIES (SOGI)

Guest Speaker: Area Agency on Aging – San Francisco  
Tuesday, March 26, 2019  
10:30AM – 12:00PM



## SERVING PEOPLE WITH DISABILITIES

Guest Speakers: Department of Rehabilitation and State Council on Developmental Disabilities  
Tuesday, April 2, 2019  
10:30AM – 12:00PM



## SERVING OLDER ADULTS

Guest Speakers: National Council on Aging  
Tuesday, April 9, 2019  
10:00AM – 11:00AM



## SERVING PEOPLE IN MULTIPLE LANGUAGES & WELCOMING IMMIGRANTS

Guest Speaker: Just Communities  
Tuesday, April 16, 2019  
10:00AM – 11:00AM



## SERVING DIVERSE COMMUNITIES & ADVANCING RACIAL EQUITY

Guest Speaker: Public Health Advocates  
Tuesday, April 16, 2019  
1:00PM – 2:00PM

*All webinar sessions will be recorded and posted on the [CalFresh SSI Training](http://www.cdss.ca.gov/inforesources/CalFreshSSI/Training) webpage.*

For questions, please email the CalFresh Outreach Unit: [CalFreshAccess@dss.ca.gov](mailto:CalFreshAccess@dss.ca.gov)

- Recorded webinar presentations, slides, and handouts are available on the CalFresh SSI Training webpage: <http://www.cdss.ca.gov/inforesources/CalFreshSSI/Training>

# In Progress: Media

- Press release – May 1 by Agency
- Local press released rolling
- Clips collected:  
<http://www.cdss.ca.gov/inforesources/CalFresh-Outreach/CalFresh-Awareness-Month>



## CalFresh Awareness Month News!

- [CalFresh program expands to SSI recipients](#) - May 13, 2019
- [May CalFresh month celebration](#) - May 10, 2019
- [Thousands of low-income resident in Humboldt County can now apply for CalFresh](#) - May 9, 2019
- [Supplemental Security Income recipients could be eligible for CalFresh](#) - May 8, 2019
- [Newly Eligible For CalFresh In Sonoma County: SSI, SSP Recipients](#) - May 6, 2019
- [SSI/SSP Recipients Now Eligible To Apply For CalFresh](#) - May 5, 2019
- [SSI recipients to be eligible for food stamps](#) - May 3, 2019
- ['CalFresh Awareness Month' marks effort to expand enrollment, reduce hunger in Lake County](#) - May 2, 2019
- [CalFresh Benefits Now Available To SSI Recipients, County Says](#) - May 2, 2019
- [CalFresh expansion could boost healthy food options for tens of thousands in SE](#) - April 30, 2019



# In Progress: Social Media

- Twitter: Retweet and tag @CaliforniaDSS, @CWDA\_CA, and @CA4SSI

## How to Retweet

Hover over the Tweet you'd like to share:

1. Click the **Retweet** button ↻
2. A pop-up will show you the Tweet you're about to Retweet.
3. Click the **Retweet** button.

The Tweet will then be shared with all of your followers as a Retweet.



# In Progress: Radio and Op-Eds – Summer

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- :30 – English & :30 – Spanish
- Live read scripts in English & Spanish for added value
- Additional live read scripts for Cantonese and Mandarin radio networks
- Op-Eds by trusted voices in target markets



# 3. Streamline Customer Experience

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- County “Framework of Solutions” for successful implementation
- County technical assistance, peer trainings, and resource kits
- Statewide service enhancements



# Recap: Framework of Solutions

## EXPANDING CALFRESH TO SSI RECIPIENTS SUMMER 2019

### Framework of Solutions for Successful Implementation

*Mission: Reducing hunger and poverty in California for seniors and people with disabilities.*

*Vision: Excellent customer service and access for all.*



- Offer electronic signatures over telephone to accept and complete applications by telephone
- Offer customers flexible interview times by telephone
- Upgrade IVR menu and features:
  - Call back, self service



- Maximize Consortia's on-line and mobile application features:
  - Upload verifications, check application status, create accounts
- Promote GetCalFresh.org
- Offer same day service when applicants apply on-line, with telephone interview



- Welcome with Greeter/Customer Service Liaison to assist clients and actively manage lobby
- Upgrade lobby and line management tools
  - Signage, messaging, monitors, on-line terminals, telephones, kiosks
- Offer same day service when applicants come in to apply, with either an in office or telephone interview

### STREAMLINE VERIFICATIONS

- Electronic verifications for identity, residence, and SSI income
- Standardized protocols for deductions for medical, dependent care, and shelter

### PROVIDE ACCESS FOR ALL

- Reasonable accommodations in all doors
- Multi-language access in all doors
- Authorized representative processes in all doors

### COLLABORATE TO HELP CLIENTS APPLY

- County staff from IHSS, Medi-Cal QMB/SLMB/QI-1 cases, multi-program outreach, and other local programs serving people on SSI
- CalFresh Outreach Application assisters, including food banks, area agencies on aging, independent living centers, and more
- All community partners can educate and refer

# Recap: Framework of Solutions Resource Tool Kit 2.0



## FRAMEWORK OF SOLUTIONS FOR CUSTOMER EXPERIENCE AND ACCESS: RESOURCE TOOL KIT 2.0

County Welfare Departments (CWDs) Guide

### Table of Contents

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CALIFORNIA DEPARTMENT OF SOCIAL SERVICES  
CALFRESH AND NUTRITION BRANCH  
EXPANDING CALFRESH TO SSI/SSP RECIPIENTS POLICY  
IMPLEMENTATION



# Recap: Roundtable Readiness – Feb 27-28

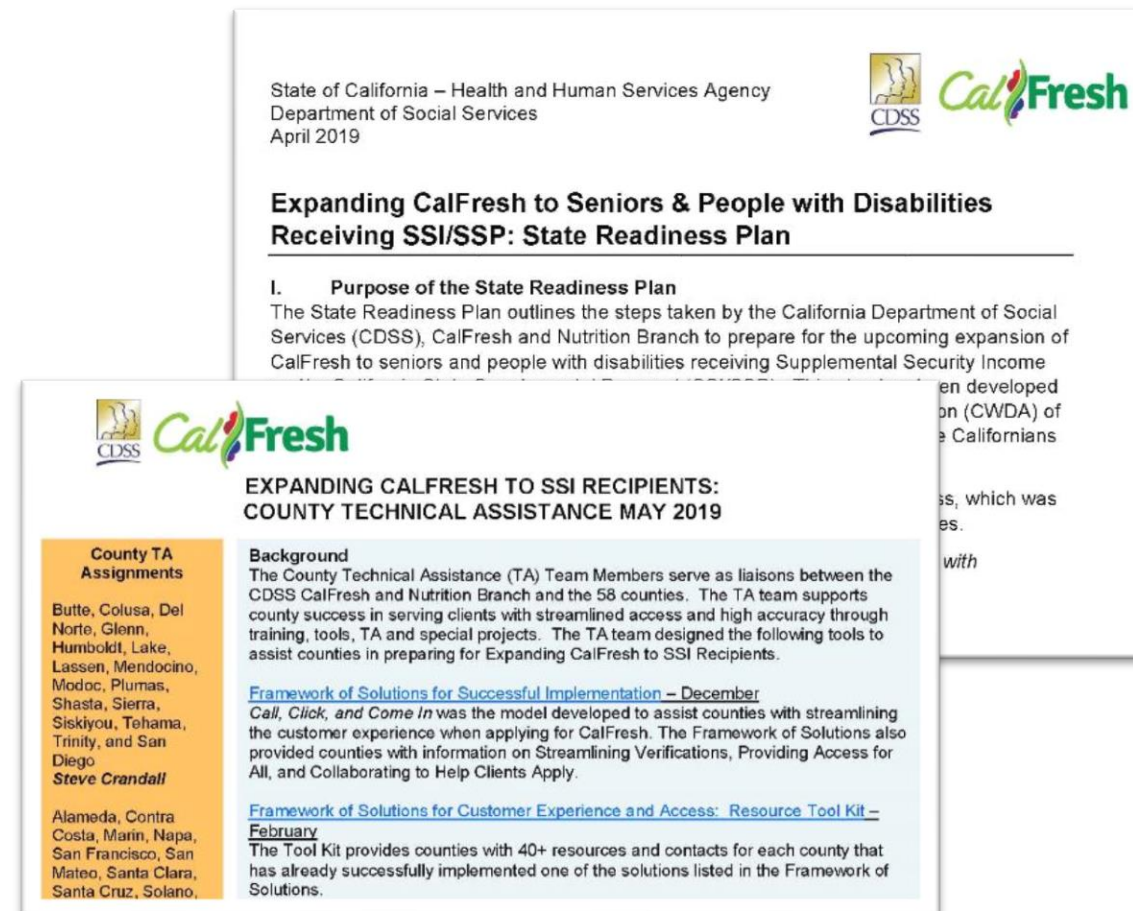
- Client focused and client centered
- County readiness and contingency planning
- County peer-to-peer learning and presentations
  - Call
  - Click
  - Come In
  - Streamline Verifications
  - Provide Access for All
  - Collaborate to Help Clients Apply
- Lessons learned and hot topics



# Recap:

## County & State Readiness Plans

- Plans posted on CDSS website in April
- County Readiness Plans – 58 CWDs
- State Readiness Plan – CDSS
  - Statewide Automated Welfare System (SAWS)
  - Electronic Benefit Transfer (EBT)
  - Social Security Administration (SSA)
- Technical assistance on-going
  - May Summary



# 4. Develop Policy, Automation, and Training Foundation

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- Policy guidance, notices, and forms
- SAWS automation
- USDA, SSA, and Tribal partnerships
- Policy webinar training series





# Recap

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- Policy guidance issued for implementation and automation of the reversal of SSI cash-out, the SNB Program, and the TNB Program: All County Letter (ACL) [18-90](#), [ACL 18-91](#), [ACL 18-92](#), [ACL 18-107](#), [ACL 18-108](#), [ACL 18-131](#), and [ACL 19-12](#), [ACL 19-15](#), [ACL 19-15E](#), [ACL 18-90E](#), [ACL 19-41](#), and [ACL 19-44](#); additionally, SNB and TNB notices issued in 17 threshold languages
- Consultation with California Tribal Leadership on reversal of SSI cash-out for both CalFresh and Food Distribution Program on Indian Reservations (FDPIR)
- Claiming instructions issued for the reversal of SSI cash-out and implementation of SNB and TNB Program: County Fiscal Letter (CFL) [18/19-40](#), and [CFL 18/19-40E](#); allocation for the administration of the SNB and TNB Program: [CFL 18-19-43](#)
- SDX county-by-county March point-in-time data use disseminated in April

# Recap: Policy Webinar Series – Jan-Mar



## SCHEDULE

Click on the webinar titles to register.

### **POLICY OVERVIEW: REVERSING SSI CASH-OUT AND NEW STATE NUTRITION PROGRAMS**

Tuesday, January 22, 2019  
10:00 AM – 11:00 AM

### **POLICY REFRESHER: CALFRESH ELIGIBILITY RULES FOR ELDERLY AND/OR DISABLED INDIVIDUALS**

Tuesday, February 5, 2019  
10:00 AM – 11:00 AM

### **POLICY REFRESHER: CALFRESH ELIGIBILITY RULES FOR RESIDENTS OF INSTITUTIONS**

Tuesday, February 19, 2019  
10:00 AM – 11:00 AM

### **POLICY REFRESHER: CALFRESH RULES FOR AUTHORIZED REPRESENTATIVES**

Tuesday, March 5, 2019  
10:00 AM – 11:00 AM

### **REASONABLE ACCOMMODATION BEST PRACTICES**

Tuesday, March 19, 2019  
10:00 AM – 11:00 AM

*All webinar sessions will be recorded and posted on the CalFresh SSI webpage.*

# In Progress: SSA Joint Processing

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- Joint processing procedures apply to households consisting only of SSI applicant or recipient members (ACL [19-44](#))
- SSA technicians will use a unique version of the GetCalFresh.org application tool as the default method to assist households with completing and submitting a CalFresh application
- Households whose CalFresh applications are processed under SSA joint processing procedures will not be required to go into a County Welfare Department (CWD) office, or otherwise be subject to a CWD interview

# In Progress

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- Automation development underway with SAWS go-live dates in May
  - CalWIN – May 13
  - CalACES – May 20
- Large print/digitally accessible applications in progress to be ready for use beginning in May
- CDSS CalFresh Data Dashboard additions of SSI data in progress for July posting of June data



# Report From the Field

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- San Francisco County
- San Francisco-Marin Food Bank

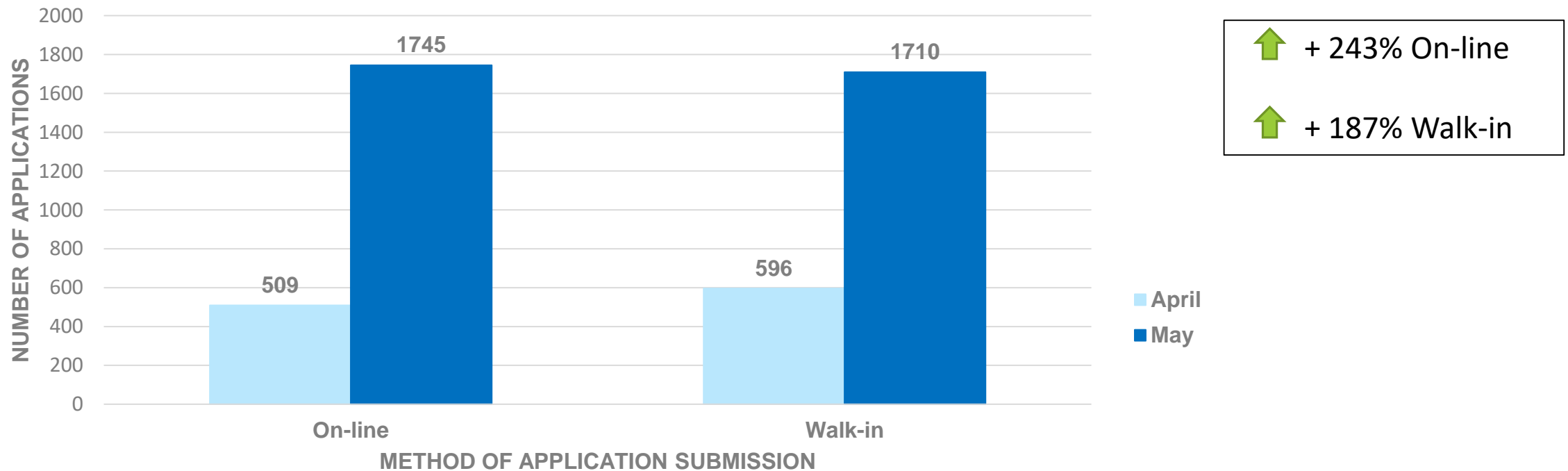
# San Francisco County: Press Clips

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- KCBS Radio: [CalFresh Expansion Could Help 41,000 Low Income Residents in SF](#)
- KTSF Channel 26: CalFresh糧食券擴大補助範圍 領SSI也可申請 ([CalFresh expansion to SSI recipients](#))
- SF Chronicle: [CalFresh expansion could boost healthy food options for tens of thousands in SF](#)
- Bay Area Legal Aid: [Good news about CalFresh benefits for SSI recipients!](#)
- SF-Marin Food Bank: [Big News in Hunger for Seniors and Adults with Disabilities!](#)

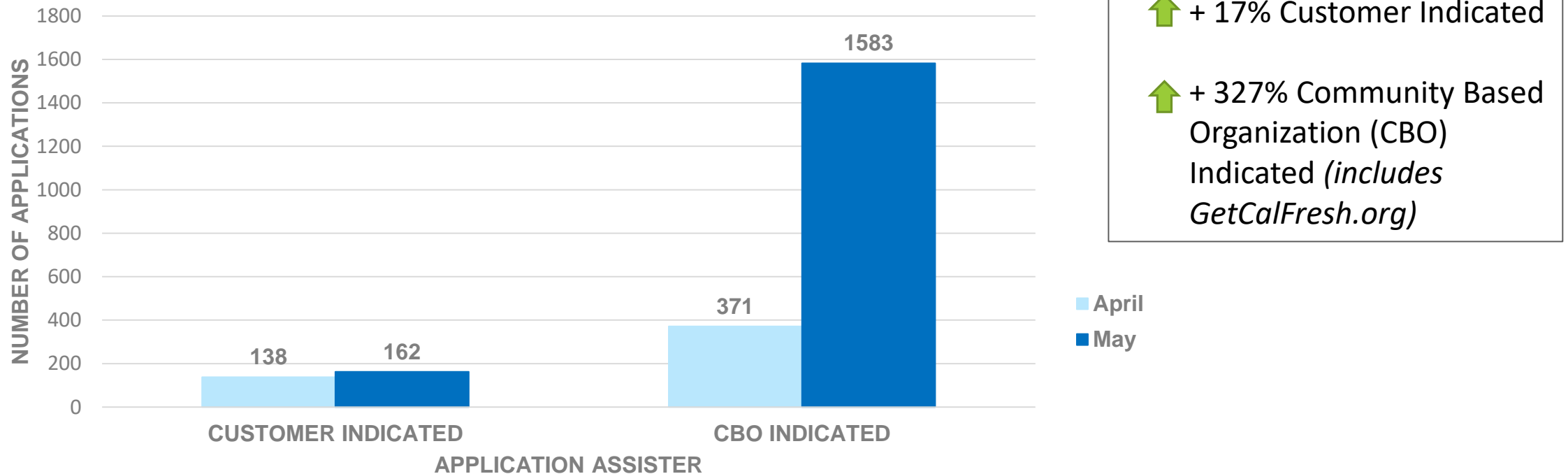
# San Francisco County: April-May Data

CalFresh Applications Submitted On-line vs. Walk-in  
*First 8-Business Days of the Month*



# San Francisco County: April-May Data

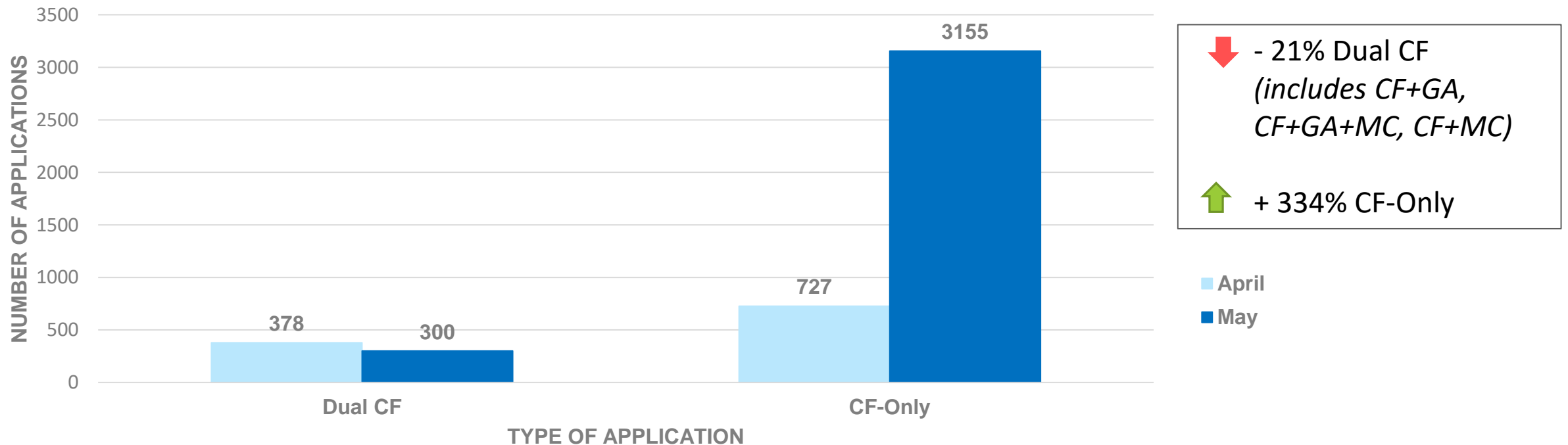
CalFresh Application Assisted vs. Self-Submitted  
*First 8-Business Days of the Month*





# San Francisco County: April-May Data

Dual CalFresh Applications vs. CalFresh-Only Application Submitted  
*First 8-Business Days of the Month*



# CalFresh outreach to newly eligible SSI recipients in San Francisco

Francesca Costa  
CalFresh Outreach Program Manager  
San Francisco-Marin Food Bank  
May 14<sup>th</sup>, 2019

# Planning phase January – April

Direct client  
education

CBO capacity  
building

County  
collaboration

Broad community  
awareness

# Developing collateral

**Big news!** **WANT TO SAVE MONEY ON FOOD?**

If you get SSI, you can apply for CalFresh too, starting June 1<sup>st</sup>, 2019. You could get up to \$192 a month to spend on groceries.

*"I am 86 years old, and since I started CalFresh, I can buy better food and eat healthier meals. I feel and live better now."*  
- Food Bank client, San Francisco

  
Call the San Francisco-Marin Food Bank to get assistance today:  
**415-549-7021**  
1 English 2 español 3 中文

[sfmfoodbank.org/find-food](http://sfmfoodbank.org/find-food)

**¡Grandes noticias!** **¿LE GUSTARÍA AHORRAR DINERO PARA LA COMPRA DE SUS ALIMENTOS?**

Si ya recibe SSI, puede solicitar CalFresh también, comenzando el 1<sup>o</sup> de junio, 2019. Podría recibir hasta \$192 al mes para gastar en sus alimentos.

*"Tengo 86 años, y desde que comencé a recibir CalFresh, puedo comprar mejor comida y comer alimentos más saludables. Ahora me siento mejor y vivo mejor."* - Cliente del Banco de Alimentos, San Francisco

  
Llame al Banco de Alimentos de San Francisco-Marin para que le podamos asistir hoy:  
**415-549-7021**  
1 English 2 español 3 中文

[sfmfoodbank.org/localice-alimentos](http://sfmfoodbank.org/localice-alimentos)

**好消息!** **想在食物上節省開銷?**

從2019年6月1日開始，SSI社會安全補助金(老人金)的領取者也可以申請 CalFresh營養計劃。您每月或許可以領取多達 \$192的福利來購買食物。

*"我今年86歲，自從我有了糧食券，我可以購買更好的食物和吃得更健康。我覺得我現在的生活過得更好了。"* - 來自三藩市食物庫客戶

  
今天致電三藩市—馬林食物庫獲取幫助：  
**415-549-7021**  
1 English 2 español 3 中文

[sfmfoodbank.org/尋找食物](http://sfmfoodbank.org/尋找食物)

# Addressing frequently asked questions



What is  
CalFresh?



How does  
it work?



Why should I  
apply?



How much  
will I get?



Will this affect  
my SSI  
payments?



I am not  
receiving SSI;  
can I get  
CalFresh?

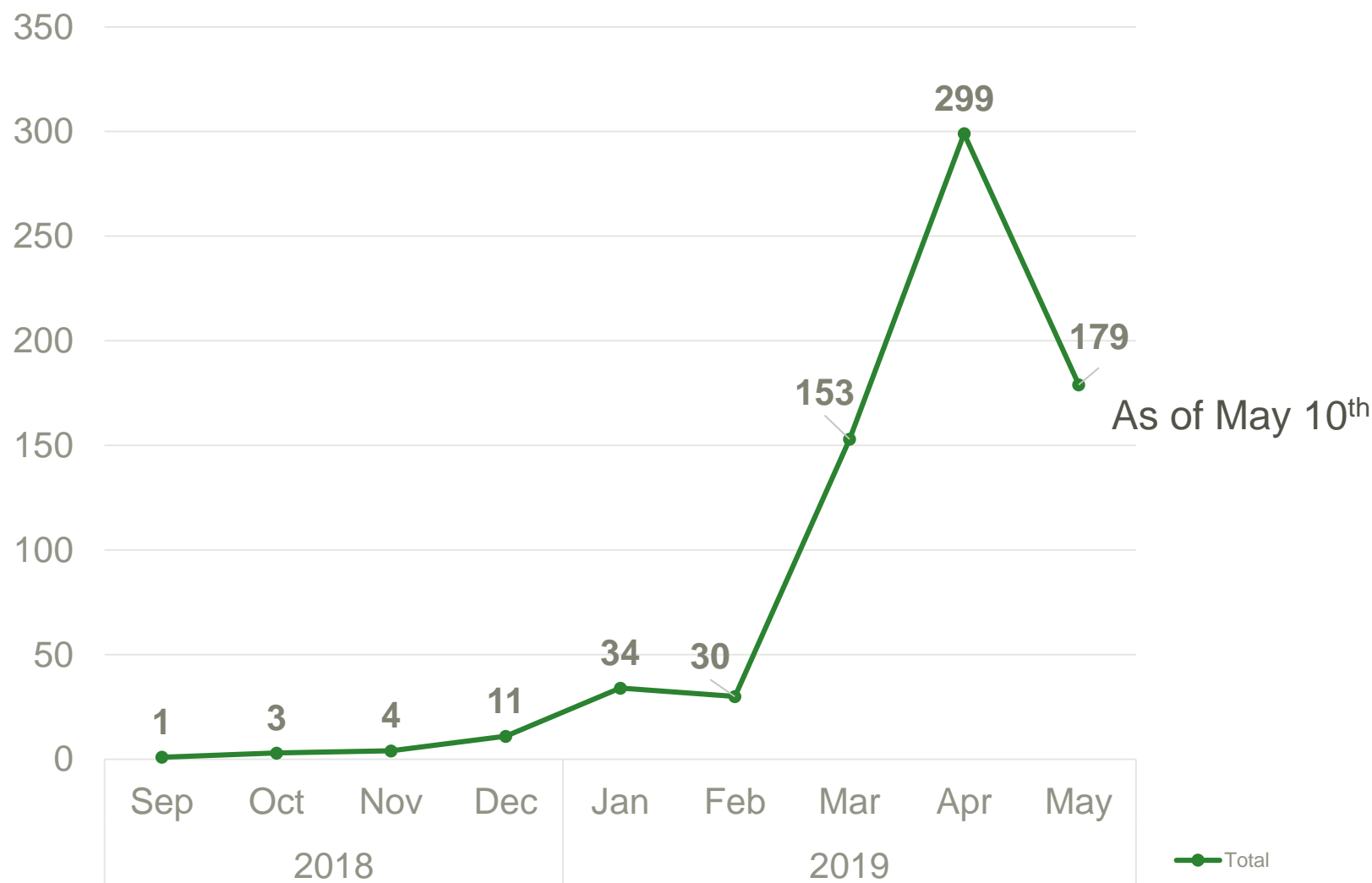


When can I  
apply?

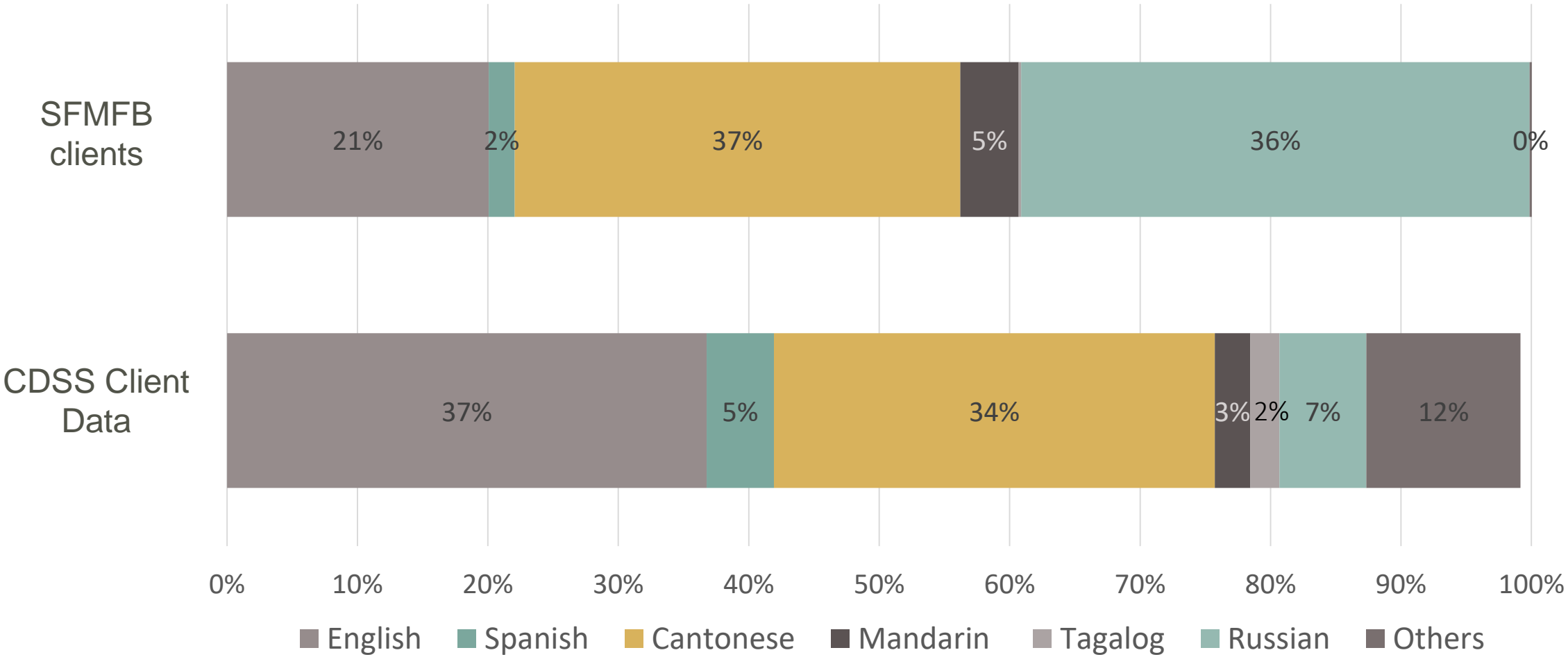


Call us for  
assistance  
today!

# Prescreens of clients with SSI



# Newly eligible population vs. SFMFB prescreens





# Since May 1<sup>st</sup> ...



Direct service  
**174 new  
applications**  
submitted

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An estimated  
**448 new  
applications**  
submitted by our CBO  
network

# Direct service language breakdown

Cantonese  
**35%**

Russian  
**29%**

English  
**29%**

Mandarin  
**6%**

Spanish  
**2%**

Vietnamese  
**1%**

# All hands on deck

Trained  
**6 staff**

from our  
Supplemental Food  
Program (SFP) team  
to provide application  
assistance for newly  
eligible individuals

Currently  
**3 staff**

from our SFP team  
are working to contact  
and assist all the  
clients who indicated  
interest in applying

Are getting  
support from  
**2 staff**

from our Marin  
CalFresh Outreach  
team in order to meet  
higher needs in San  
Francisco

# Home-Delivered Groceries team support



Informing and referring clients to our direct service team

**160 clients and counting**

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Capacity building staff working to onboard partner agencies already serving HDG clients

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**NEXT PHASE:**  
working with staff and volunteers who hand deliver groceries



# Capacity building



We developed curriculum tailored for staff who work with clients who receive SSI

119

staff signed up for trainings in May and June

As part of CalFresh expansion, we have formalized application assistance partnerships with

9

additional community based organization sites

# Still to come!

Collaborating with SF HSA and  
DAAS to plan

## 2 community forums

that aim to educate and inspire more  
collaboration from CBOs to assist  
likely eligible individuals

## Updates

on our website

~40

application  
assistance events at  
housing sites in June  
and July; several  
enrollment events  
being planned in  
collaboration in HSA

## Monthly meetings

with county leadership to strive  
for excellence beyond  
implementation

Francesca Costa  
Program Manager, CalFresh Outreach  
[fcosta@sfmfoodbank.org](mailto:fcosta@sfmfoodbank.org)

SFMFOODBANK.ORG

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@sfmfoodbank

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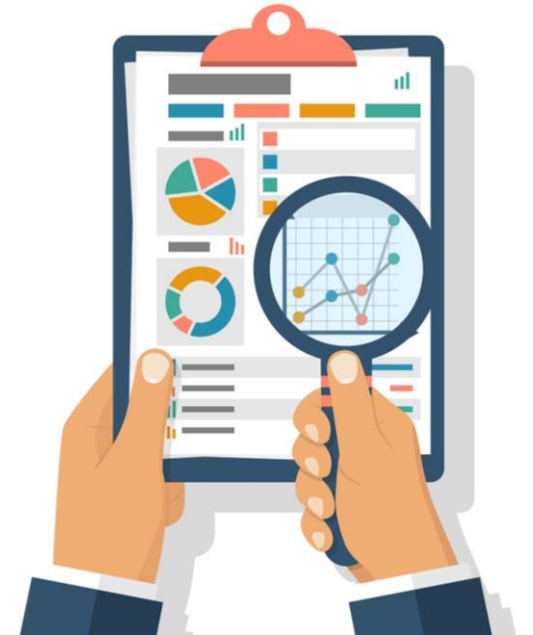
#FoodForAll  
#EndHungerTogether



# Go Live Activities

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- Implementation update continue to post monthly
- All Stakeholder meetings continue bi-monthly
- New May and June calls for counties and assisters
- CalFresh Data Dashboard with SSI indicators (July)



# CalFresh Data Dashboard Demo

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Patrick Delaney  
Research Services Branch  
CDSS

# CalFresh Data Dashboard: Access

1. To access the dashboard:  
[https://www.cdss.ca.gov/inforesources/  
Data-Portal/Research-and-  
Data/CalFresh-Data-Dashboard](https://www.cdss.ca.gov/inforesources/Data-Portal/Research-and-Data/CalFresh-Data-Dashboard)
2. Click on “CalFresh Dashboard”

[Data Portal](#) | [Research and Data](#) | [CalFresh Data Dashboard](#)

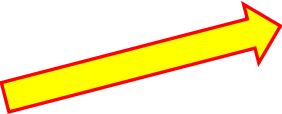
## CalFresh Data Dashboard

Welcome to the CalFresh Data Dashboard. This is a full service, one-stop dashboard where you can find all of the most current CalFresh data. CDSS strives to deliver excellent services and resources to our internal and external partners. This dashboard will provide you with information to analyze trends in CalFresh demographics, participation rates, timeliness, benefit accuracy and churn rates by county. Please refer to the *Resources and Tools* section available in the dashboard for additional assistance.

### Contact Us

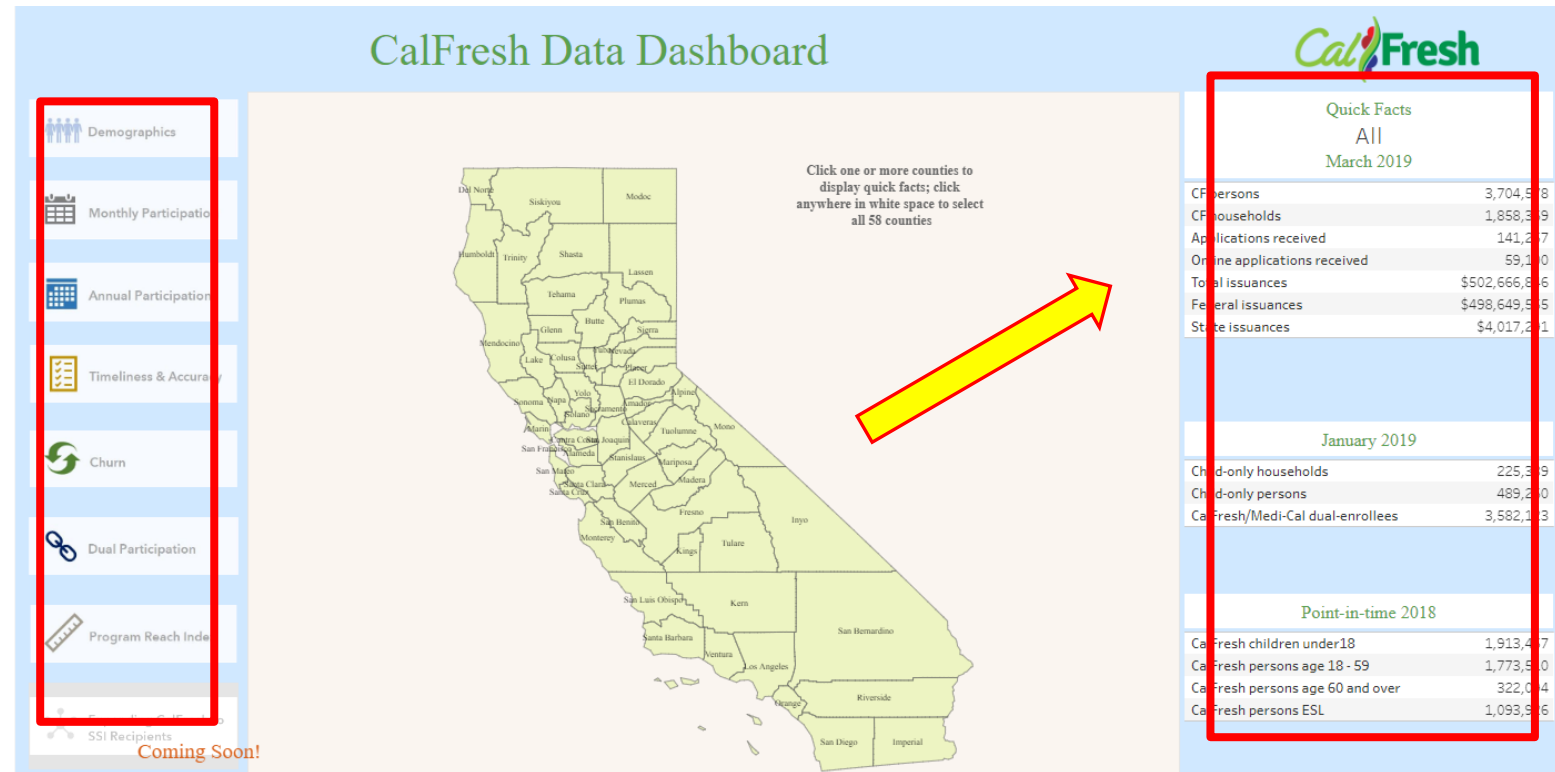
If you have additional questions regarding the CalFresh Data Dashboard, please title your email “CalFresh Data Dashboard Question” to [calfreshaccess@dss.ca.gov](mailto:calfreshaccess@dss.ca.gov).

Dashboard	Updated	File
<a href="#">CalFresh Dashboard</a>	05/10/19	Raw Data (Excel)

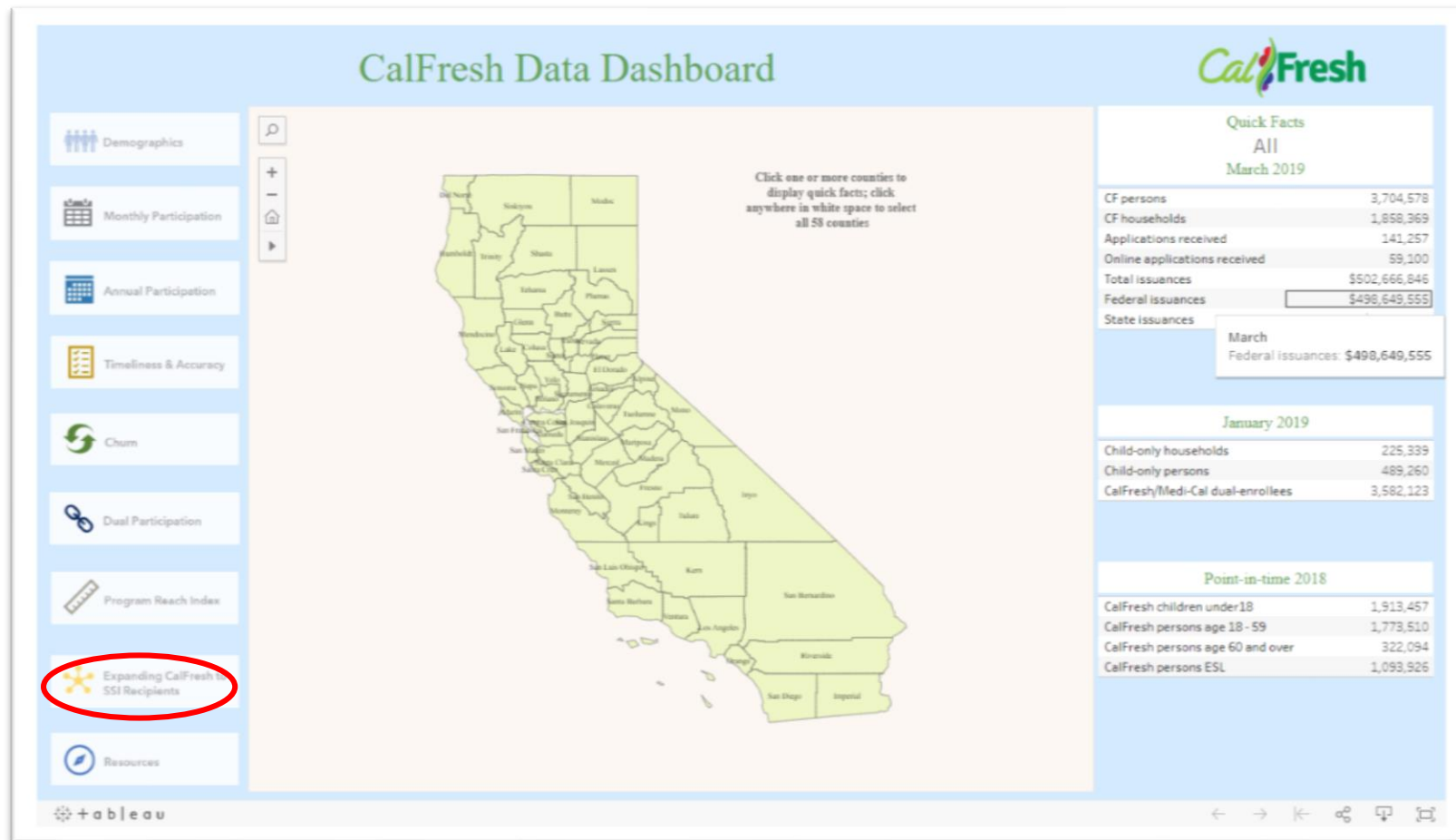


# CalFresh Data Dashboard: Navigation

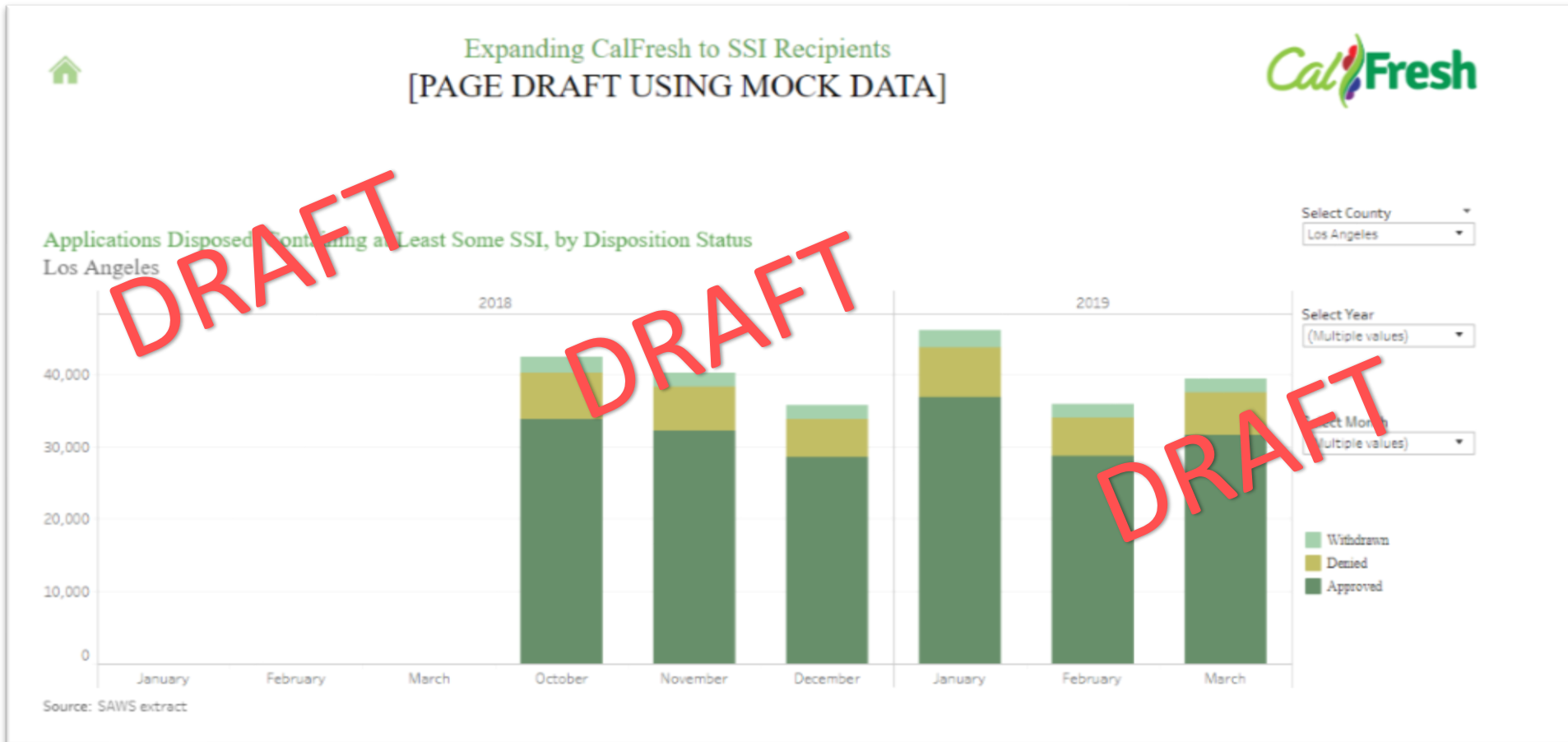
1. Click one or more counties to display “Quick Facts” (right-side panel); click anywhere in white space to select all 58 counties
2. For specific data elements, select and click on the left-side panel.



# CalFresh Data Dashboard: Upgraded & Expanded!



# CalFresh Data Dashboard: New Page for Expansion to SSI



# CalFresh Data Dashboard: Key Points of Interest for CalFresh Expansion to SSI

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## Current CF Dashboard:

- Total application volume, outcomes, source (e.g., on-line, GetCalFresh.org, Community Based Organizations) trends from month-to-month
- Total timeliness and accuracy trends month-to-month

## Future Analytics:

- More on application outcomes (e.g., denial reasons), enrollment gaps, access channels, health outcomes, and more

## New CF SSI Dashboard Page:

- New applications with some SSI outcomes each month
- Continuing applications with some SSI outcomes each month
- Dollars issued for CalFresh, SNB, and TNB each month
- Demographics on new CalFresh enrollees with some SSI each month



# Summer 2019

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## Continuous Quality Improvement

- Active monitoring, technical assistance, and data analysis with counties, partners, assisters, and all implementation strategies





# Discussion and Questions

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**Next Meeting: All Stakeholder #7**  
**July 23, 2019, 1:00 pm – 2:30 pm**  
CDSS Headquarters and Webinar

More info, including meeting materials: [www.cdss.ca.gov/CalFreshSSI](http://www.cdss.ca.gov/CalFreshSSI)

Email: [CalFreshSSI@dss.ca.gov](mailto:CalFreshSSI@dss.ca.gov)